

Customer Records Requirements

**Nevada State Library, Archives and Public Records
100 N. Stewart Street
Carson City, NV 89701
775-684-3414**

Purpose

The purpose of this policy to articulate the requirements customer records must meet in order to constitute a viable project with Imaging and Preservation Services (IPS).

Policy

State of Nevada Executive Branch Agencies

- The records must be classified as “official records,” as interpreted in NAC 239.705.
- The records must have a retention schedule in effect in accordance with NRS 239.080. If you are unsure regarding you agency’s retention schedule, please contact the State Records Center at 775-684-3411.
- The records can be active or inactive.
- All physical records shall be packed, organized, and labeled based on the requirement of the project.
- All electronic records shall be organized and labeled based on the requirement of the project.
- Boxes should be packed to 90% capacity, leaving approximately 1-1/2 inches of free space and weigh no more than 30 pounds.
- The agency will arrange for delivery and pickup of the project content with the IPS Supervisor.

All Other Agencies

- The records may be classified as “official records”.
- The records may have a retention schedule in effect.
- The records can be active or inactive.
- All physical records shall be packed, organized, and labeled based on the requirement of the project.
- All electronic records shall be organized and labeled based on the requirement of the project.
- Boxes should be packed to 90% capacity, leaving approximately 1-1/2 inches of free space and weigh no more than 30 pounds.
- The agency will arrange for delivery and pickup of the project content with the IPS Supervisor

Special Projects

A special project is any scanning, microfilm or duplication of a non-official record (e.g. information of historical value, document printing, etc.) Any request for a special project is subject to review by the IPS Supervisor. For State Executive Branch agencies, special projects may also be subject to review by the State Records Manager and the State Archivist.

Copyrighted material cannot be recreated without consent of copy right holder. This permission must be provided to the IPS Supervisor in writing before the project can be scheduled.

Digital Format Requirements

Electronic records being transferred to IPS must be submitted in one of the following formats:

- TIFF
- JPEG
- PDF

Digital files can be transferred to IPS via FTP, thumb drive, or CD/DVD. Access to the State's FTP must be arranged with the IPS Supervisor before the project is scheduled.

Projects with IPS

1. Agencies must submit a "Request for Work" form to the IPS Supervisor. The form can be found at the following website link:

http://nsla.libguides.com/ld.php?content_id=44825705

2. State Executive Branch agencies that participate in the State-Wide Cost Allocation Plan or SWCAP, must provide their 4-digit budget code in their "Request for Work".
3. **New Customers:** the IPS Supervisor will submit an "Annual Service Agreement" to you for review and signature. The Service Agreement must be signed before the project can be scheduled. A sample Service Agreement can be found at the following website link:

http://nsla.libguides.com/ld.php?content_id=45112043

If you are unsure if your agency is a new customer, please contact the IPS Supervisor for confirmation.

4. **Existing Customer:** the IPS Supervisor will submit a "Statement of Work" to you for review and signature. The "Statement of Work" includes project expectations and actions to be taken by IPS and the customer. The "Statement of Work" must be signed before the project can be scheduled. Statements of Work are specific to each project, therefore there is no sample available.
5. Agencies which are not a State of Nevada Executive Branch agency, an estimate for the cost of IPS' services will be included with the "Statement of Work".
6. IPS provides CD's or DVD 's for electronic storage of project deliverables, however, if your agency would like their project deliverables stored in a different manner, your agency must provide the desired storage media.

Retention Requirements

For Scanning	For Microfilming
The records must be active, accessed on a regular basis. See definition below	The records can either be active or inactive. See definition below
Active Records must have 1 full year remaining on their retention schedule	Active Records must have 2.5 years remaining on their retention schedule
	Inactive Records must have 5 years remaining on their retention schedule

Definitions ¹

Active Records: records are in constant or frequent use, primarily in the conduct of agency operations. The IPS' purpose, active records are those records that are referred to or used more than once a month per cubic foot.

Inactive Records: records are referred to on occasion for reference purposes, held to satisfy retention requirements, or retrieval for evidential purposes. The IPS' purpose, inactive records are those records that are referred to or used less than once a month per cubic foot.

¹ Franks, P. C. (2013). Records and information management. Chicago: ALA Neal-Schuman.